

REMARKS

Applicants appreciate the thorough review of the present application as reflected in the Office Action. Applicants further appreciate the Examiner's finding that Claims 1-24 are allowed. Applicants have amended Figure 5 and amended the cross-reference section to correct typographical errors therein, and to place the application in condition for allowance.

Amended Drawings Overcome the Objections:

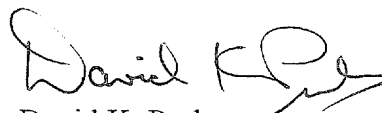
Figure 5 has been amended in the replacement sheets to correct the label between elements 520 and 525 to recite "Yes". Support for this amendment is provided in paragraph [0033] of the present application which describes that when a turnaround record is identified in block 520, a determination is then made at Block 525 as to whether the alternate phone number corresponds to another alternate phone number. Applicant therefore requests withdrawal of the objection to Figure 5.

The Cross-Reference to Provision Application is Corrected:

Paragraph [0001] has been amended to correct a typographic error in the serial number of the provision application to which priority is claimed.

Applicants submit that the application is now in condition for allowance, which is requested in due course. If, in the opinion of the Examiner, a telephonic conference would expedite the examination of this matter, the Examiner is invited to call the undersigned attorney at (919) 854-1400.

Respectfully submitted,



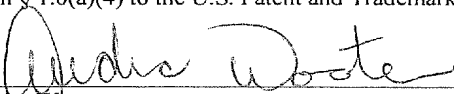
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CERTIFICATION OF TRANSMISSION

I hereby certify that this correspondence is being transmitted via the Office electronic filing system in accordance with § 1.6(a)(4) to the U.S. Patent and Trademark Office on May 21, 2007.



Audra Wooten